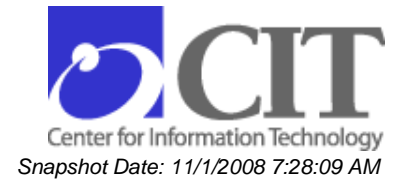# Customer Service Report for HSB

For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	1	0	0	0	0	0	0	1	1	3
Account Lockout	1	0	0	0	0	1	0	0	0	0	0
Edit Account	0	1	0	0	0	0	0	1	0	0	15
Register/Open	0	0	0	1	0	0	0	0	1	0	0
Application Support											
COTS-Other/Install	1	0	0	0	0	1	0	0	0	0	0
SERCH-Other	1	0	0	0	0	0	0	0	1	0	3
Sharepoint-General Information	2	0	0	0	0	1	0	0	1	0	4
Sharepoint-Install/Uninstall	2	0	0	0	0	1	0	0	1	0	7
Sharepoint-Troubleshoot	4	0	0	1	0	1	0	0	4	0	1
Specialized Application	1	0	0	0	0	1	0	0	0	0	0
Web Apps-Request	1	1	0	0	0	1	1	0	0	0	0
ASR											
Oracle	0	0	0	57	0	13	0	0	44	0	0
Other	1	1	0	97	0	21	0	0	77	1	0
SQL	0	0	0	6	0	5	0	0	1	0	0
Unix	0	0	0	231	0	37	0	0	194	0	0
Windows	0	0	0	34	0	9	0	0	25	0	0
Back Office Support											
Active Directory	1	0	0	0	0	0	0	0	1	0	3
Backup/Restore	5	0	0	1	0	0	0	0	6	0	19
File Hosting	2	0	0	0	0	1	0	0	1	0	2
Permissions/Shares	7	1	0	0	0	0	0	1	7	0	14
Web Hosting	0	0	0	1	0	1	0	0	0	0	0
CIT Categories											
Web Site Issue	2	0	0	1	0	0	0	0	3	0	2

Customer Service Report for HSB

For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 7:28:09 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
CIT Categories- General Information											
General Info	0	0	0	1	0	0	0	0	1	0	10
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0
TCP/IP	0	3	0	0	0	0	0	0	0	3	0
Email											
Exchange Email	0	1	0	0	0	0	1	0	0	0	0
MS Outlook	1	0	0	0	0	0	0	0	1	0	7
General Information											
Inquiry	2	0	0	0	0	1	0	0	1	0	4
Hardware											
Desktop/Install/Build	0	1	0	0	1	0	0	0	0	0	0
Desktop/Troubleshoot	0	1	0	0	0	0	0	1	0	0	54
Printers/Config/Setup	3	0	0	0	0	0	0	0	3	0	5
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	13
NECS											
Login	1	0	0	0	0	0	0	0	1	0	13
NIH Services											
Other	3	0	0	0	0	1	0	0	2	0	6
NIHnet											
Server Support-Other	1	0	0	0	0	1	0	0	0	0	0
Project Work											
Research	0	1	0	0	0	0	1	0	0	0	0
Security											
General Info	1	0	0	0	0	0	0	0	1	0	8
Unix Support											
Unix Support	0	1	0	0	0	1	0	0	0	0	0

Snapshot Date: 11/1/2008 7:28:09 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	26
Other	2	0	0	0	0	0	0	0	2	0	5
Grand Total:	**48**	**14**	**0**	**431**	**1**	**98**	**3**	**3**	**382**	**6**	**1**

Total Tickets Closed:	**391**
Total Tickets Assigned/Pending/Checked Out:	**102**
Total Tickets Created:	**493**